



**MITIGATING AIRPORT IRREGULAR OPERATION WITH  
AIRPORT OPERATION CONTROL CENTRE  
(CASE STUDY AT SOEKARNO-HATTA INTERNATIONAL AIRPORT,  
TANGERANG)**

Luky Maulana Mansyur & Yos Sunitiyoso  
Institut Teknologi Bandung, Bandung, Indonesia.  
Corresponding Email: [luky\\_maulana@sbm-itb.ac.id](mailto:luky_maulana@sbm-itb.ac.id)

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**Abstract**

Soekarno-Hatta International Airport is the biggest airport in Indonesia and also the most complex of them all. PT Angkasa Pura II or APII is a state-owned company that manage and operate Soekarno-Hatta International Airport. With the traffic of passengers and flights that keep on increasing each year, Soekarno-Hatta International Airport (SHIA) faces with so many issues and problematic operational cases that needs to be solved swiftly and precisely. One of the business issues that SHIA faces is the irregularity that happens each day. In this research, the irregular operations are analyzed to make the appropriate strategy in dealing with the issue using a qualitative approach. The method to analyzed it is by using fishbone diagram to identify the root cause and when potential cause is known, the approach of stakeholder analysis is used combine with human capital analysis. Besides that, an approach to analyzed the business process is also used to identify any missing link between the implementation concept of ACDM and the current condition.

The business solutions are to implement the ACDM concept in AOCC that will help the company to monitor and evaluate operational successfulness to improve and enhance the performance of APII. The method used as the business solution is the framework of Change Management and Operational System Integration. The target KPI of AOCC unit will be the on-time performance (OTP) of Soekarno-Hatta International Airport.

The decision making by the ACDM partners is facilitated by the sharing of accurate and timely information and by adapted procedures, mechanisms and tools. APII and all of the stakeholders that operates in an airport need and must collaborate in order to overcome the current issues and prevent them from coming again in the future.

**Keywords:** Airport Operation Control Center (AOCC), Airport Collaborative Decision Making (ACDM), Irregular Operation, Change Management, Airport Stakeholder.

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